

FIREFIGHTER II MOD C

Communications

Firefighter II, Mod C Communications

2-21 COMMUNICATIONS

- 2-21.1 Identify the procedures to follow after receiving an alarm from dispatch or a report of an emergency from the public. (3-2.1, 3-2.2, 3-2.3)
- 2-21.2 Identify the purpose and function of all alarm-receiving instruments and personnel-alerting equipment provided to the department and its members. (3-2.1, 3-2.2, 3-2.3)
- 2-21.3 Identify local fire department apparatus alarm response orders. (3-2.1)
- 2-21.4 Identify procedures required for receipt and processing of business and personal calls. (3-2.1, 3-2.2, 3-2.3)
- 2-21.5 **Demonstrate prescribed fire department radio procedures, including: (3-2.1(b), 3-2.2(b), 3-2.3(b))**
 - 2-21.5.1 **Routine traffic**
 - 2-21.5.2 **Emergency traffic**
 - 2-21.5.3 **Emergency evacuation signals**
- 2-21.6 **Demonstrate the appropriate action for receiving an alarm from dispatch or a report of an emergency from the public. (3-2.1(b), 3-2.2(b), 3-2.3(b))**
- 2-21.7 **Demonstrate the operation of the fire station telephone and intercom system. (3-2.1(b), 3-2.2(b), 3-2.3(b))**

References

IFSTA Essentials, 4th ed., Chapter 18

Delmar, Firefighter's Handbook, copyright 2000, Chapter 3

Jones & Bartlett, Fundamentals of Fire Fighting Skills, 1st ed., Chapter 3

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- A. Identify the procedures to follow after receiving an alarm from dispatch or a report of an emergency from the public. **2-21.1** (3-2.1, 3-2.2, 3-2.3)
 - A. The firefighter should obtain the following information:
 - 1. Location of incident
 - 2. Type of incident (nature)
 - 3. Caller's name
 - 4. Caller's address
 - 5. Caller's phone number
 - 6. Any other pertinent information
 - 7. Follow local policy
 - a. Report, then respond
 - b. Respond, then report
- II. Identify the purpose and function of all alarm-receiving instruments and personnel-alerting equipment provided to the department and its members. **2-21.2** (3-2.1, 3-2.2, 3-2.3)
 - A. Purpose and function of alarm receiving instruments
 - 1. Public alerting systems
 - a. Purpose: to provide anyone a means of reporting emergencies
 - b. Types:
 - 1) Telephone: To provide direct communication between the emergency service and the person reporting an emergency
 - 2) Radio: Usually to receive reports of an emergency from fire department personnel already on the streets for some reason
 - 3) Wired telegraph circuit box: Used in metropolitan or heavy industrial areas as a means to permit people on the street to summon the fire department
 - 4) Telephone fire alarm box: Permits direct voice contact between the fire department and the person reporting the emergency

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- 5) Radio fire alarm box: Provides a radio link between the person reporting the emergency and the dispatch facility
 - a) May also provide two-way voice communication
- 6) Walk-ins: Occasionally a citizen will walk into the fire station and report an emergency in the immediate area.

B. Methods of alerting fire department personnel

1. Alerting manned stations

- a. Computerized line printer or terminal screen
- b. Vocal alarm
- c. Teletype
- d. House bell or gong
- e. House light
- f. Telephone from dispatcher
- g. Telegraph register
- h. Radio with tone alert

2. Alerting unmanned stations

- a. Pagers
- b. Home electronic monitors
- c. Telephones
- d. Sirens
- e. Whistles or air horns

III. Identify local fire department apparatus alarm response orders. **2-21.3 (3-2.1)**

- A. Standardized response based on local procedures
- B. Mutual response based on local procedures
- C. Mutual aid based on local procedures

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D. Appropriate procedures for receiving an alarm:

1. Radio procedures for:

a. Routine traffic

- 1) Firefighters must be familiar with their equipment
- 2) Use correct voice procedures
- 3) Follow departmental operating procedures
- 4) Avoid unnecessary transmissions
- 5) Do not transmit until air is clear
- 6) Units working at a fire or rescue scene have priority
- 7) Do not use profane or obscene language on the air
- 8) Hold the microphone 1 to 2 inches from the mouth at a 45 degree angle
- 9) Speak calmly, clearly, and distinctly in a natural conversation rhythm at medium speed
- 10) Do not lay microphone on the seat of the vehicle
- 11) Do not touch antenna while transmitting

b. Emergency traffic

- 1) Person transmitting emergency traffic must make the urgency clear to the dispatcher
- 2) Dispatcher should activate emergency attention tone, if used
- 3) Dispatcher should advise all other units to stand by
- 4) Direct individual with emergency to proceed with emergency traffic

c. Emergency evacuation signals

- 1) Firefighters should be familiar with their department's procedure
- 2) Broadcast evacuation order by radio repeatedly
- 3) Sound audible warning devices on apparatus at scene

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2. Receiving an alarm from dispatch or a report of an emergency from the public
 - a. Routine traffic
 - 1) Operates radio equipment properly
 - 2) Avoids unnecessary transmission
 - 3) When transmitting is brief, accurate, and to the point
 - 4) Determines if air is clear before transmitting
 - 5) Gives priority to unit at fire or rescue scene
 - 6) Does not use profane or obscene language
 - 7) Holds microphone 1 to 2 inches from mouth at 45 degree angle
 - 8) Speaks calmly, clearly, and distinctively in a natural conversational rhythm at medium speed
 - 9) Doesn't lay microphone on seat
 - 10) Doesn't touch antenna while transmitting
 - b. Emergency traffic
 - 1) Makes the urgency of the message clear to the dispatcher; states "Emergency Traffic"
 - 2) Waits for emergency attention tone, if used
 - 3) Waits for dispatcher to tell other units to stand by
 - 4) Proceeds with the emergency traffic
 - c. Emergency evacuation signals
 - 1) Repeatedly transmits the order to evacuate
 - 2) Order the sounding of apparatus audible warning devices

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- IV. Identify procedures required for receipt and processing of business and personal calls. **2-21.4** (3-2.1, 3-2.2, 3-2.3)
- A. Answer calls promptly
 - B. Be pleasant and identify the department or company and yourself
 - C. Be prepared to take messages
 - D. Take accurate messages by including date, time, name of caller, caller's number, message, and your name
 - E. Never leave the line open or someone on hold for an extended period of time
 - F. Post the message or deliver the message promptly to the person it is intended for
 - G. Terminate calls courteously. Always hang up last.
- V. **Demonstrate prescribed fire department radio procedures including: 2-21.5** (3-2.1(b), 3-2.2(b), 3-2.3(b))
- A. Routine traffic **2-21.5.1**
 - 1. Firefighters must be familiar with their equipment
 - 2. Use correct voice procedures
 - 3. Follow departmental operating procedures
 - 4. Avoid unnecessary transmissions
 - 5. Do not transmit until air is clear
 - 6. Units working at a fire or rescue scene have priority
 - 7. Do not use profane or obscene language on the air
 - 8. Hold the microphone 1 to 2 inches from the mouth at a 45 degree angle
 - 9. Speak calmly, clearly, and distinctly in a natural conversation rhythm at medium speed
 - 10. Do not lay microphone on the seat of the vehicle
 - 11. Do not touch antenna while transmitting
 - B. Emergency traffic **2-21.5.2**
 - 1. Person transmitting emergency traffic must make the urgency clear to the dispatcher; state "Emergency Traffic"
 - 2. Dispatcher should activate emergency attention tone, if used
 - 3. Dispatcher should advise all other units to stand by
 - 4. Direct individual with emergency to proceed with emergency traffic

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C. Emergency evacuation signals 2-21.5.3

1. Firefighters should be familiar with their department's procedure
2. Broadcast evacuation order by radio repeatedly
3. Sound audible warning devices on apparatus at scene

VI. Demonstrate the appropriate action for receiving an alarm from dispatch or a report of an emergency from the public. 2-21.6 (3-2.1(b), 3-2.2(b), 3-2.3(b))

This objective shall be completed in accordance to policy and procedure established by local authority or AHJ.

VII. Demonstrate the operation of the fire station telephone and intercom system. 2-21.7 (3-2.1(b), 3-2.2(b), 3-2.3(b))

This objective shall be completed in accordance to policy and procedure established by local authority or AHJ.